

27 SEPTEMBER 1993



Personnel

DISPUTE RESOLUTION

NOTICE: This publication is available digitally on the SAF/AAD WWW site at: <http://afpubs.hq.af.mil>. If you lack access, contact your Publishing Distribution Office (PDO).

OPR: HQ USAF/DPCW (Ms Eliane P. Jost)

Certified by: HQ USAF/DPC (Mr P. L. Schittulli)

Pages: 4

Distribution: F

1. Prompt and fair resolution of employees' dissatisfactions provides better morale and increased productivity. When these dissatisfactions arise from impermissible discrimination or the violation of the law, the Air Force is committed to swift corrective action. This directive provides the policies for assuring employees the redress of wrongs.
2. The Air Force will process fairly, impartially, and in a timely manner, all lawful expressions of dissatisfaction on matters of civilian employment.
3. In every situation, the Air Force will ensure that persons who take part in presenting or processing expressions of dissatisfaction in approved forums are free from restraint, interference, coercion, discrimination, and reprisal.
4. The Air Force will resolve all civilian disputes as early as possible.
5. The Air Force will use alternative dispute resolution (ADR) approaches such as mediation, settlement conferences, or other ADR techniques whenever possible, with the consent of the parties to the dispute.
6. This directive establishes the following responsibilities and authorities:
 - 6.1. The Assistant Secretary of the Air Force for Manpower, Reserve Affairs, Installations and Environment (SAF/MI) is responsible for civilian personnel policy matters as described in Air Force Policy Directive 90-1, *Strategic Planning and Policy Formulation*, paragraph 1.5.2. SAF/MI approval is required before this document is changed, reissued, or rescinded.
 - 6.2. The Deputy Chief of Staff, Personnel (HQ USAF/DP) develops, coordinates, and executes personnel policy and approves essential procedural guidance for the management of the Dispute Resolution Program.
 - 6.3. The Judge Advocate General provides legal advice, coordination, and litigation support.

7. These policies apply to Air Force civilian employees and, in discrimination matters, to applicants for employment. They do not apply to Air National Guard technicians administered under Title 32 of the United States Code, private contract employees, Army and Air Force Exchange Service employees, or local national employees employed overseas. In addition, non-US citizens employed by the Air Force outside the United States are not covered by the statutory discrimination complaint procedure codified at Title 29, Code of Federal Regulations, Part 1614, *Federal Sector Equal Employment Opportunity*, current edition. Specific additional exceptions to employees or matters covered are outlined in the implementing instructions (AFI 36-1201, *Discrimination Complaints* [formerly AFR 40-1613]; AFI 36-1202, *Labor-Management Relations* [formerly AFR 40-711]; and AFI 36-1203, *Grievance Procedure* [formerly AFR 40-771]).
8. This policy implements Title 5, Code of Federal Regulations, Part 771, *Agency Administrative Grievance System*, November 30, 1992; Title 29, *Code of Federal Regulations*, Part 1614; DoD 1400-25-M, CPM 711, Installment 12, *Labor-Management Relations*, November 10, 1988; and DoD Directive 1426.1, *Labor-Management Relations in the Department of Defense*, November 10, 1988.
9. This policy interfaces with AFPD 36-7, *Employee and Labor-Management Relations*; AFI 36-1201; AFI 36-1202; and AFI 36-1203.
10. See **Attachment 1** for measuring compliance with this policy.

BILLY J. BOLES, Lt General, USAF
DCS/Personnel

Attachment 1

MEASURING COMPLIANCE WITH POLICY

A1.1. Compliance with dispute resolution policy will be assessed by measuring processing timeliness and use of alternative dispute-resolution approaches such as mediation or settlement conferences. Each base will do its own measuring, which will later be reviewed by quality assessment teams during their periodic visits.

A1.2. **Processing Timeliness.** The policy of processing cases in a timely manner will be assessed as follows:

A1.2.1. For grievances under the agency grievance procedure, bases will measure average overall processing time per case (Figure A1.1.).

A1.2.2. For discrimination complaints, bases will measure the average time per case from the filing of the formal complaint to the date of receipt by the Air Force Civilian Appellate Review Agency (AFCARA). Simultaneously, HQ USAF/DPCW will assess timeliness based on AFCARA complaint-tracking data (Figure A1.2.).

A1.2.3. To assess compliance with the policy on using ADR approaches, bases will calculate, separately for complaints and grievances under the Air Force procedure, the percentages of cases where such ADR approaches were used as well as the percentages of cases resolved through ADR (Figure A1.3.).

Figure A1.1. Sample Metric of Timeliness in Grievance Processing.

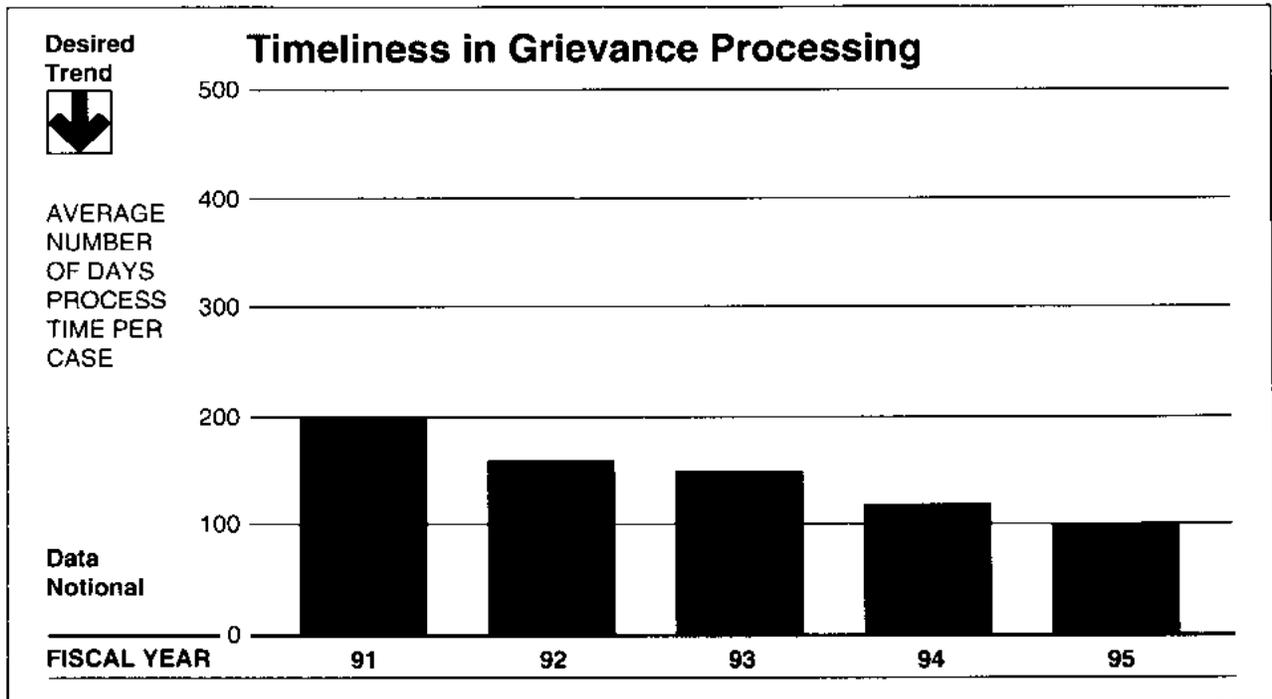


Figure A1.2. Sample Metric of Timeliness in Processing Complaints to AFCARA.

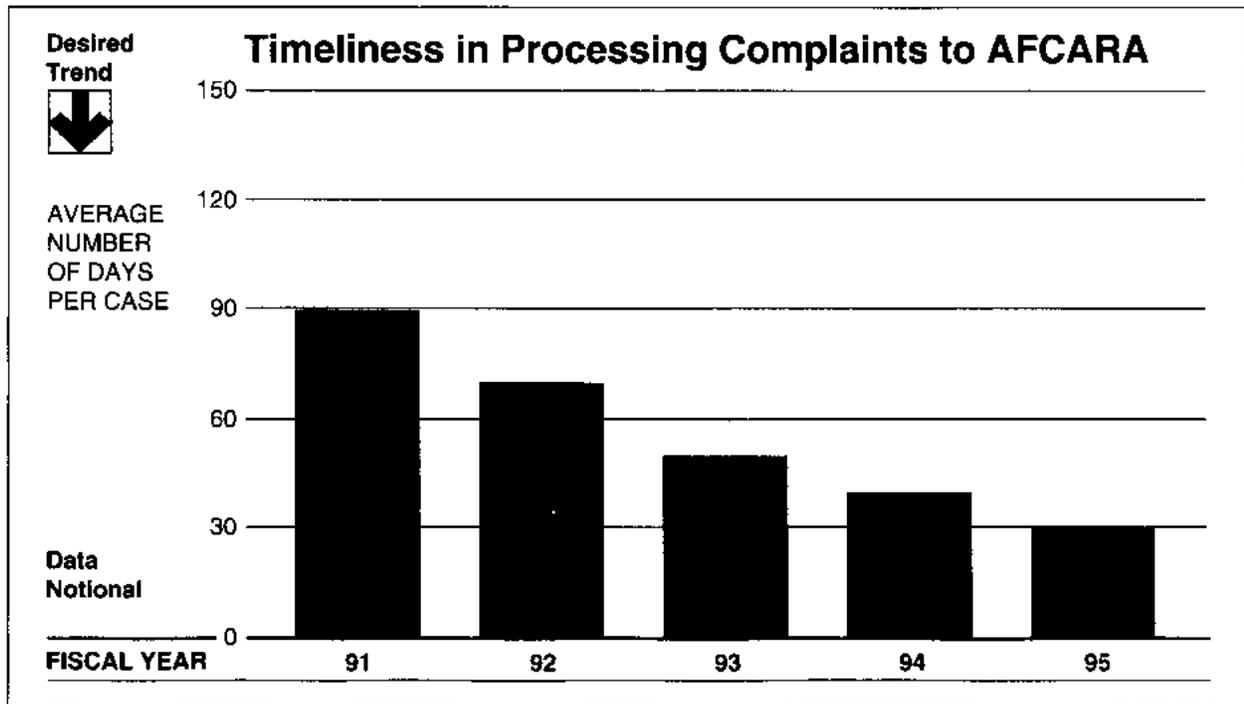


Figure A1.3. Sample Metric of Use of Alternative Dispute Resolution.

